

VOLVO

Volvo Trucks North America, Inc.

November 22, 2000

CERTIFIED MAIL - RETURN RECEIPT

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

RE: NHTSA Recall Campaign Number: Not Available *00V-246.106*
Volvo Trucks North America, Inc., Recall Number: RVXX0005

Volvo Trucks North America, Inc. of Greensboro, North Carolina, per the requirements of 49 CFR Part 573.5(c)(9), herewith submits a copy of its recall bulletin and owner notice for the subject recall. Mailing of the bulletin and owner notices was started on November 17, 2000 and was completed on November 22, 2000.

Very Truly Yours



Charles D. Powell
Recall Administrator

Enclosures (2)

SAFETY RECALL BULLETIN

VOLVO

**SAFETY RECALL RVXX0005
NOVEMBER 2000**

**ATTENTION: SERVICE MANAGERS
PARTS MANAGERS**

SUBJECT: TRW Tie Rod Ball-Socket Assembly

SAFETY RECALL INFORMATION:

Volvo Trucks North America, Inc. has decided that a defect relating to motor vehicle safety exists in certain Volvo model vehicles.

The steer axle tie rod ball-socket assembly ball stud, may separate from the socket due to premature wear. If this event occurs, there will be no steering control to the right steer axle wheel with a potential for an accident.

VEHICLES AFFECTED:

Certain ACL, VN, WAH, WG, and WX model vehicles manufactured by Volvo Trucks North America, Inc. between July 5, 1999, and November 20, 1999.

VEHICLE IDENTIFICATION NUMBERS (VIN):

There are thirteen thousand, three hundred and seventy-three (13,373) vehicles affected by this recall.

The affected vehicles are within the following VIN ranges.

<u>From</u>	<u>Through</u>
4V4ND1GH4YN230901	4V4ND4RHXYN253372
4V4SD2RH5YN520392	4V4SD2JH4YN520993
4V4MD2UF1YN767889	4V4ND4RH3YN798166
4V5JC2UE1YN868584	4V5J12UE6YN870546

NOTE: To verify or determine if a particular vehicle is affected by this recall (or any other recall), you should consult the Dealer Communication System (WINS). By entering the Vehicle Identification Number into the Vehicle Inquiry (VEHINQ) segment, the screen will display in the upper right hand corner any outstanding recall.

The enclosed "Dealer Listing" identifies the vehicles that were sold or shipped to your dealership. Be sure to check the VEHINQ screen before performing the recall to verify that the recall is still open.

Page 1 of 5

**SAFETY RECALL RVXX0005
NOVEMBER 2000**

INSPECTION INSTRUCTIONS:

The inspection consist of looking at the tie rod end, ball-sockets for certain date codes stamped on the socket cover. The attached TRW Service Bulletin #LNK-112 identifies the date codes that are suspect. Ball-sockets bearing any of the listed date codes must be replaced as outlined in the service bulletin. *If replacement of one ball-socket is required both ball-sockets must be replaced.*

REPAIR:

The recall repair methods are identified in the attached TRW Service Bulletin.

TIME ALLOWANCE:

Inspection: - 0.3 hour per vehicle

Repair including inspection and toe in adjustment: - 1.3 hours per vehicle

RECALL PARTS:

Recall Kit Number - 3099335

Kit consists of one right and one left side ball-socket assembly.

One kit is required per vehicle

KIT ORDERING PROCEDURES:

Kits for this recall should be ordered through Volvo Trucks North America, Inc. Dealer Communications System on an *as required basis only*. The following information is required to place an order:

1. Your dealer account number
2. Recall kit number
3. Quantity of kits
4. Order priority: VOR

**SAFETY RECALL RVXX0005
NOVEMBER 2000**

The cost of the kit plus 30% dealer mark-up will have to be claimed per the guidelines identified under the heading "Claims for Credit".

DEALER INVENTORY:

No parts should be required from dealer stock.

REMOVED PARTS:

TRW ball-socket assemblies removed per this recall should be scrapped locally after rendering them unusable for further service.

CLAIMS FOR CREDIT:

Expenses associated with the performance of this recall will be reimbursed based on the guidelines identified in this Bulletin, and by submitting a claim following published instructions in the claim preparation section of the "Warranty Administration Procedures Manual".

NOTE: Claims for a recall repair must be submitted within 2 working days from the repair date.

CLAIM CODING INFORMATION:

Type	- P	
Authorization Number	- RVXX0005	
Inspection	- 64328-0-01	0.3 hour per vehicle
Repair and inspection including toe in adjustment:	- 64328-0-02	1.3 hours per vehicle

OWNER RECALL RESPONSE CARD:

The "Owner Recall Response Card" is to provide the vehicle owner with a convenient way to notify Volvo Trucks North America, Inc. of changes affecting the ownership of the subject vehicle. The owner card is not intended for dealer usage other than to assist you in the preparation of the repair orders necessary to perform the applicable recall on the subject vehicle. Please do not use the card as a way to inform Volvo Trucks North America, Inc. that the vehicle has been inspected or modified. Your WINS on-line system entry is sufficient.

**SAFETY RECALL RVXX0005
NOVEMBER 2000****DEALER RECALL RESPONSIBILITY:**

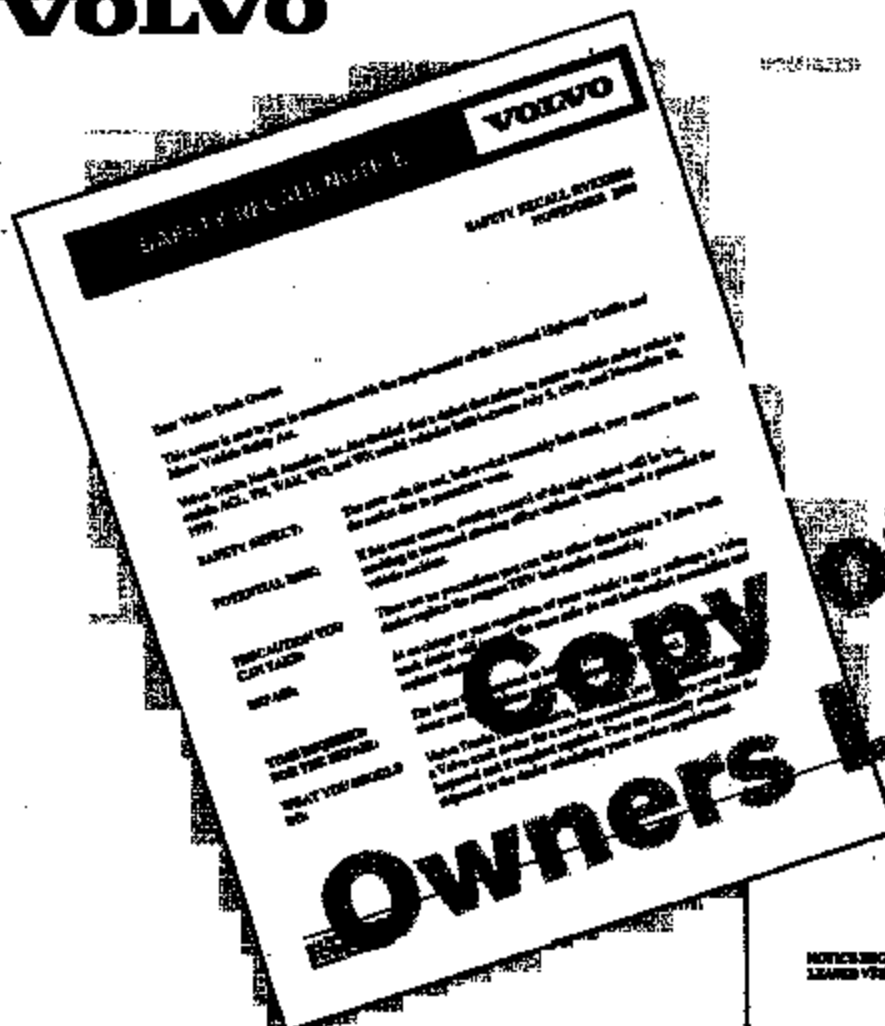
Dealers are to perform the recall on all vehicles subject to the recall at no charge to the owner regardless of mileage, age of vehicle, or ownership from this time forward. Whenever a vehicle subject to this recall is taken into or is in your vehicle inventory or dealership for service, we strongly recommend you make every effort to perform the recall correction before the vehicle is sold or released to the owner.

IMPORTANT NOTICE:

A copy of the Owner Notice has been included for your reference. Please note that the National Traffic and Motor Vehicle Safety Act requires that the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The law states that failure to repair a vehicle within sixty (60) day after tender for repair shall be a prima facie evidence of unreasonable time. However, circumstances of a particular situation may reduce the sixty (60) day period. If an owner's vehicle is not repaired within a reasonable time, he or she may be entitled, without charge, to a reasonable equivalent vehicle or refund of the purchase price, less reasonable allowance for depreciation.

Volvo Trucks North America, Inc.
P.O. Box 26115
Greensboro, NC 27102-6115

SAFETY RECALL RVXX0004 NOVEMBER 2000



Copy of Letter to Owners

NOTICE REGARDING LEASED VEHICLES

If you are a Lessee of a vehicle subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 15 days of your receipt of this Notice. You must provide a signed copy of this Notice to the Lessee to whom you send a copy of this Notice, the date you send this notice, and the Vehicle Identification Number (VIN) of the vehicle. You must also provide a copy of this Notice to the Lessee, as defined in the vehicle's title, of any other vehicle leased by you, as defined in 49 CFR, Section 577.49, as of the date of notification by the manufacturer of the existence of a safety-related defect or non-compliance with a Federal Motor Vehicle Safety Standard in one or more of the listed owner vehicles.

OWNER'S RECALL RESPONSE CARD

The enclosed "Owner's Recall Response Card" identifies your vehicle. Completion of this card and your delivery of this card to the manufacturer of your vehicle is the most effective possible. If you do not want, have sold or have traded the vehicle identified, please let us know by attaching, and signing the postpaid card and returning it to Volvo Trucks North America, Inc. so we can update our records.

ASSISTANCE

If your vehicle has not been recalled within a reasonable time after following it to the dealer on the agreed-upon date, please contact:
Volvo Trucks North America, Inc.
Recall Department
P.O. Box 39139
Greensboro, NC 27402-4139
or call our toll-free number: 1-800-326-4296. You may also submit a complaint to the Administration, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-800-424-9293. Washington, DC area residents may call 202-366-4133.

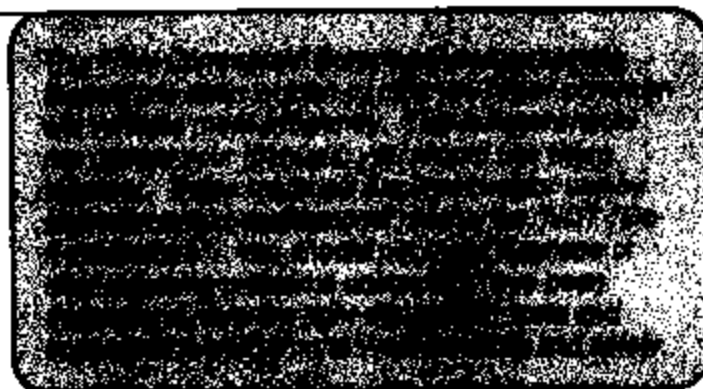
We regret any inconvenience this recall may cause, but hope you will share in our concern for your safety and satisfaction with your vehicle.

TRW Automotive
Steering & Suspension Systems

Service Bulletin #LNK-112

EDL Socket Replacement (Tie Rods)

Released September, 2000

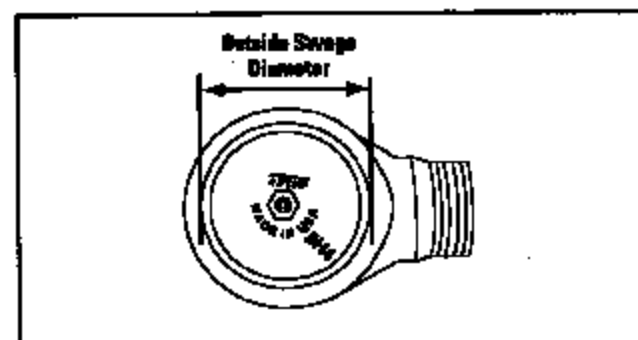
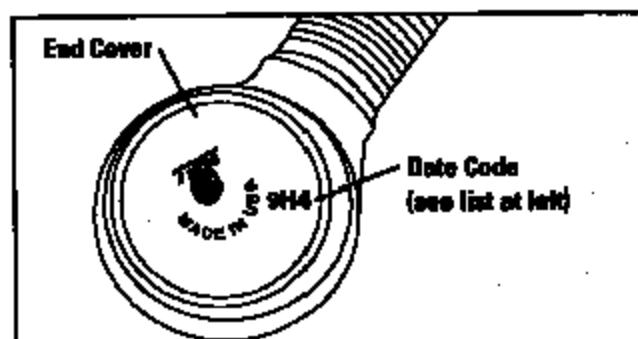


IF The chassis number of the truck is on the list identified by the OE manufacturer. Any chassis number not on the list is not part of the campaign.

AND The date code on either socket end is any of the following: 9G1, 9G2, 9G3, 9G4, 9H1, 9H2, 9H3, 9H4, 9H6, 9J1, 9J2, 9J3 OR 9J4. If the date code begins with any number other than "9", it is not part of the campaign. If the letter is "A-F" or "K-M", it is not part of the campaign.

AND The sockets are "20 size" sockets. To identify the size: Measure the outside swage diameter. A 20 size socket will measure approx. 1 7/8". Any socket measuring 2 1/8" is a "24 size" socket, and is not part of the campaign.

THEN Both socket ends need to be replaced using this kit.



NOTE: Only 20 size sockets are subject to this campaign. Make sure you are servicing the correct size socket.

NOTE: Any socket with "DL" stamped into the end cover is a different design, and IS NOT part of this campaign.

Please continue to page 2 if ALL of the above conditions are met.

NOTE: Any socket with "DL" stamped into the end cover is a different design, and IS NOT part of this campaign.

Remove the Tie Rod Assembly

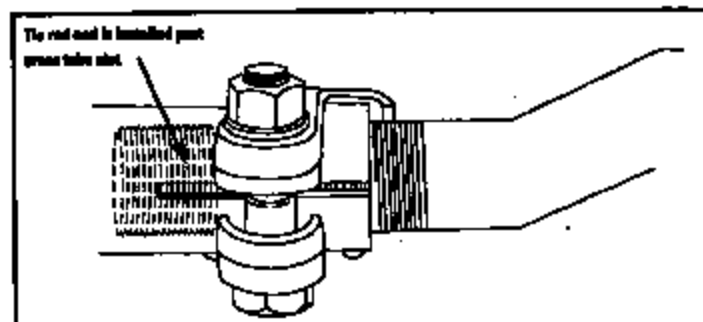
WARNING To prevent serious eye injury, always wear safe eye protection when you perform vehicle maintenance or service.

1. Remove the cotter pins and the nuts on both sides of the axle that fasten each tie rod end to the tie rod arms.
2. Disconnect the cross tube assembly from the tie rod arms using a ball joint separator (pickle fork).

WARNING Do not heat the arm to remove the tie rod assembly. Doing so will soften and damage the parts.

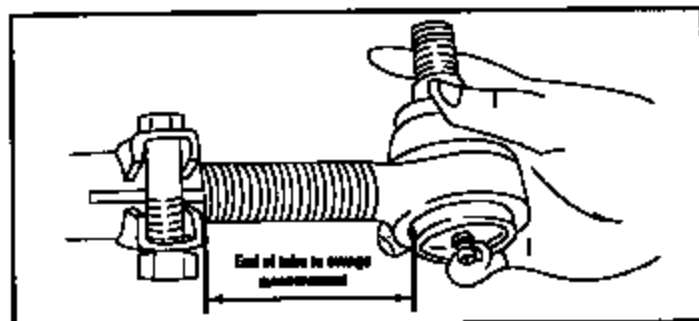
WARNING Always support the tie rod assembly so that it does not fall and become damaged or cause personal injury when separated from the steering knuckles.

5. Remove one threaded tie rod end from the cross tube.
6. Install the new socket end. Thread the new socket end into the tube until the measurement from the end of the tube to the nearest outside swage diameter is the same as you measured in step 2.
7. Repeat steps 5 & 6 for the other socket end.
8. Make sure both ends are threaded into the tube deeper than the cross tube slot as shown below.



Remove and Replace the Tie Rod Ends

1. Note the position of the bolt and nut in the clamp, and the position of the clamp relative to the ground.
2. On one end, measure from the end of the tube to the nearest outside swage diameter as shown below. Record the measurement.



3. Measure the length of the tie rod from the outside of the swage diameter on one socket end to the outside of the swage diameter on the other socket end, as shown below. Record the measurement.



4. Loosen the clamp bolts on the cross tube.

WARNING If the clamp is tack-welded, do not remove the tack weld. If the tack weld is removed, clamping force will not be enough to keep the socket threads stationary. Loss of steering control will result. If welds are broken, the cross tube must be replaced.

9. Measure the length of the tie rod again, and make sure it is the same as you measured in step 3. Sight down the tie rod and make sure socket ends are aligned.
10. If the clamp is not tack-welded, seat the tabs on the clamps against the end of the cross tube. Position the bolts as noted earlier. Tighten the clamps and torque to manufacturer's specifications.

Install the Tie Rod Assembly onto the Axle

1. Clean and dry the tie rod end taper and the tie rod arm taper hole. Connect the tie rod ends into the tie rod arms.
2. Install both tie rod end nuts to secure the tie rod end and cross tube assembly linkage to the tie rod arm. Torque the nuts to the vehicle manufacturer's specifications.
3. Install the cotter pins. If necessary, tighten the castle nut until the holes are aligned. Do not loosen the nut to install the cotter pin.
4. Sight down the tie rod again, to make sure the sockets are aligned with one-another. Also make sure the clamps are positioned relative to the ground as earlier noted.

Check Vehicle Toe-In

1. Check the toe-in measurements. Adjust as appropriate according to the manufacturer's guidelines.

SAFETY RECALL NOTICE

VOLVO

**SAFETY RECALL RVXX0005
NOVEMBER 2000**

Dear Volvo Truck Owner:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

Volvo Trucks North America, Inc. has decided that a defect that relates to motor vehicle safety exists in certain ACL, VN, WAH, WG, and WX model vehicles built between July 5, 1999, and November 20, 1999.

SAFETY DEFECT:

The steer axle tie rod, ball-socket assembly ball stud, may separate from the socket due to premature wear.

POTENTIAL RISK:

If this event occurs, steering control of the right wheel will be lost, resulting in increased steering effort without warning and a potential for vehicle accident.

**PRECAUTION YOU
CAN TAKE:**

There are no precautions you can take other than having a Volvo truck dealer replace the suspect TRW ball-socket assembly.

REPAIR:

At no charge to you regardless of your vehicle's age or mileage, a Volvo truck dealer will inspect the steer axle tie rod ball-socket assemblies and replace where required.

**TIME REQUIRED
FOR THE REPAIR:**

The labor time required to inspect your vehicle is about 15 minutes, or about one hour, fifteen minutes if repairs are required.

**WHAT YOU SHOULD
DO:**

Volvo Trucks North America, Inc. ~~urges~~ you to immediately contact a Volvo truck dealer for a service appointment to have your vehicle inspected and if required repaired. Parts are currently available for shipment to the dealer scheduling your service appointment.

**NOTICE REGARDING
LEASED VEHICLES:**

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. Further, you must maintain a record which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that Lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles (as defined in 49 CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or non-compliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

**OWNER RECALL
RESPONSE CARD:**

The enclosed "Owner Recall Response Card" identifies your vehicle. Presentation of this card to your dealer will assist in the processing of your vehicle in the shortest time possible. If you do not own, have sold or have traded the vehicle identified, please let us know by completing, and signing the postage-paid Card and returning it to Volvo Trucks North America, Inc. so we can update our records.

ASSISTANCE:

If your vehicle has not been modified within a reasonable time after delivering it to the dealer on the agreed-upon date, please contact:

Volvo Trucks North America, Inc.
Recall Department
P.O. Box 26115
Greensboro, NC 27402-6115

or call our toll-free number: 1-800-528-6586. You may also submit a complaint to the Administrator, National Highway Safety Administration, 400 Seventh Street, S.W., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-800-424-9393. Washington, DC area residents may call 202-366-0123.

We regret any inconvenience this recall may cause, but hope you will share in our concern for your safety and satisfaction with your vehicle.

Sincerely,
Volvo Trucks North America, Inc.